



**Job Number 2109016**

## District Police, Dispatcher

Closing Date: **09/24/2021**  
Take me to [ACC's online application](#).

### Position Information

<b>Location</b>	Service Center
<b>Hours</b>	As assigned
<b>Salary</b>	Specialist 6/118 (\$33,982.00 - \$48,545.00)
<b>FLSA Status</b>	Non-Exempt
<b>Reports To</b>	District Police, Dispatch Supervisor
<b>Criminal Background Check</b>	Pre-employment criminal background checks are required for all Staff and Faculty positions. Pre-employment urinalyses drug screens are also required for all top candidates considered for positions in ACC's College Police department.

### College Profile

Austin Community College (ACC) is a public two-year institution that serves a diverse population of approximately 41,000 credit students each fall and spring semester. Our identity as a community college is reflected in our mission statement. We seek to ensure student success and community development by providing affordable access to higher education and workforce training, through traditional and distance learning modes, including appropriate applied baccalaureate degrees, in our service area.

As a community college committed to our mission, we seek to recruit and retain faculty and staff that:

- Reflect the multicultural diversity of our community.
- Value intellectual curiosity and innovative teaching.
- Are attracted by the college mission to promote equitable access to educational opportunities.
- Care about student success for all students regardless of race and collaborate on strategies to facilitate success for underrepresented populations.
- Welcome diversity and model respectful interaction with others.
- Engage with the community both within and outside of ACC.

## Our Mission

The Austin Community College District promotes student success and community development by providing affordable access, through traditional and distance learning modes, to higher education and workforce training in its service area.

For more information, see <http://www.austincc.edu/about-acc/mission-statement>.

## Commitment to Equity and Inclusion

ACC is committed to the ongoing systemic changes needed to ensure the increased recruitment, inclusion, retention, and completion of historically underserved and underrepresented populations. Through continual strategic community engagement and professional development of administrators, faculty, staff, and students, the college demonstrates its dedication to fostering a culture and climate for equitable outcomes.

As an open access and low-cost institution, ACC is proud to serve a diverse student body. Dedicated faculty members are excellent professors who help students achieve their educational goals and are sensitive to the diverse cultures and socio-economic backgrounds of our students. In 2017 our faculty adopted a Statement of ACC Faculty Values. This Statement affirms that ACC's faculty members value collaboration, service, agency, scholarship, inclusion, and teaching, all of which attest to our commitment to equity, diversity, and inclusion at the heart of our mission.

## General Statement of Job

Under general supervision, receives emergency and non-emergency calls for police service. Dispatches patrol officers to calls for service and enters accurate and concise data into the Computer Aided Dispatch System. Coordinates with external emergency services when needed for augmented response.

## Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

1. Dispatches patrol officers situations requiring police response.
2. Answers telephone calls made to emergency and non-emergency phone lines to determine if the call requires Police, Fire, EMS, or other agency response.
3. Communicates with officers via police radio. Assists in maintaining 24/7 communications operations.
4. Enters, obtains and relays information from the Texas Law Enforcement Telecommunications System.
5. Monitors fire and security alarms for all campuses.
6. Monitors video surveillance cameras for all campuses.
7. Enters data and citations, maintains daily logs, and files incident reports.
8. Assists Police Chief, supervisors, officers, and other law enforcement agencies via computer or telephone with receiving and relaying information.
9. Assists in emergency phone and panic alarm testing.
10. May enter maintenance and technical support work orders, pick up, sort and distribute department mail.

## Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

- Radio communication practices and protocols.
- Knowledge of college's and college Police Department policies, procedures, and standard operating practices.
- Knowledge of the operations of an emergency communications center.

## Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

- Maintaining an established work schedule, which may include days, evenings, nights, and weekends.
- Maintaining confidentiality of work-related information and materials.
- Effectively using interpersonal and communications skills, including tact and diplomacy.
- Effectively using organizational, planning, and problem-solving skills.
- Effectively interpreting laws and regulations, making decisions, maintaining composure, and working effectively under stressful conditions and emergency situations.
- Interacting with people of different social, economic, and ethnic backgrounds.
- Operating telephones, radios, computers, and other office equipment.
- Following and effectively communicating verbal and written instructions.
- Establishing and maintaining effective working relationships.
- Effectively multi-tasking.

## Technology Skills

- Use a variety of spreadsheet, word processing, database, and presentation software.
- Operates various computer systems to include Computer Aided Dispatch, Texas Law Enforcement Telecommunications System, BRG Emergency Messaging System, CCure Access Control System, Cisco Emergency Responder, Video Client-Salient, Phoenix Fire and Security System, etc.
- Operates multi-channel trunked radio system covering multiple counties.
- Operates police radio system in accordance with FCC Rules & Regulations.

## Required Work Experience

- No work experience is required.

## Preferred Work Experience

- One year work experience in public safety dispatch telecommunications or equivalent work experience and training that provides the required knowledge and skills.

## Required Education

- High school diploma or educational equivalent.

## Preferred Education

- Hold a Telecommunications Operator License issued by the Texas Commission on Law Enforcement.

## Special Requirements

### Licenses/Certifications; Other

- Either already have a Telecommunications Operator License issued by the Texas Commission on Law Enforcement or be able to meet the temporary licensing requirements, satisfactorily complete the required course, and obtain a Telecommunications Operator License within the first year of employment.
- Be able to satisfactorily complete other required Department of Public Safety training and coursework within six months of employment.
- Be able to successfully pass 12 week Communications Training Program.
- Dispatchers must complete 20 hours of training each 2 year unit as required by the Texas Commission on Law Enforcement.
- Dispatchers must complete TDD/TTY training every 6 months.
- District Police dispatchers must be able to work any of three shifts covering twenty-four hours a day, seven days a week. Shifts are subject to change on short notice; dispatchers must be available for recall in emergency situations.
- Ability to successfully complete criminal background check, drug screen, and psychological and physical examinations prior to employment. Past supervisors may be interviewed for a reference.

## Physical Requirements

- Work is performed in a standard office environment.
- Subject to standing, walking, sitting, bending, reaching, pushing, pulling, vision, hearing, talking, use of headset and foot controls.
- Frequent repetitive motion, such as typing, data entry and extended vision of monitors.
- Occasional lifting of objects up to 10 pounds.

## Safety

- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.

## ACC Benefits Overview

Full-time Faculty and Staffing Table employees who work in full-time and/or part-time positions at the College are eligible for ACC medical benefits effective the first of the month after their first 60 days of employment. Benefits include medical, dental, life insurance, short and long term disability, retirement plans and AD&D.

ACC does not participate in Social Security. ACC participates in the Teacher Retirement System of Texas (TRS) and the Optional Retirement Program (ORP-Faculty Only). Part-time and Hourly employees participate in the ACC Money Purchase Plan (ACCMPP) as a retirement program required by Federal law.

## Disclaimer

The above description is an overview of the job. It is not intended to be an all-inclusive list of duties and responsibilities of the job, nor is it intended to be an all-inclusive list of the skills and abilities required to do the job. Duties and responsibilities may change with business needs. ACC reserves the right to add, change, amend, or delete portions of this job description at any time, with or without notice. Employees may be required to perform other duties as requested, directed, or assigned. In addition, reasonable accommodations may be made by ACC as its discretion to enable individuals with disabilities to perform the essential functions.

Austin Community College provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics.

As required by the US Department of Education, employees are required to report violations under the Title IX and, under the Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act (Clery Act), select individuals are required to report crimes. If this position is identified as a Campus Security Authority (Clery Act), you will be notified, trained, and provided resources for reporting.